We take complaints about our work, staff and levels of service very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

If you want to speak to someone about a complaint, you can call our office on 01224 824111 (lines are open 8:30am to 4.30pm Monday to Friday), where we will try to resolve the issue if we can. Please note we will ask you for specific information and this will be recorded in a formal complaints form document.

If you prefer to put your complaint in writing, we will ask you to complete a copy of our form. Please ask us for a copy of our form at hello@appetiteforbusiness.com

**What information do we need from you?**

**We will need:**

* A clear, detailed description of what your complaint is about.
* Copies of any letters or emails related to the complaint.
* Your contact details (so we can reply).

We aim to respond to complaints within 3 working days. If we can’t reply to you within this time, we will let you know why and tell you when you can expect a reply.

A full copy of our procedure and the process we follow is available and can be obtained by emailing at hello@appetiteforbusiness.com